GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2336
ANSWERED ON:30.11.2016
Landline Broadband
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Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the number of cases of default in landline broadband connections is increasing every year;

(b) if so, the details thereof, State-wise including Maharashtra and the reasons therefor; and

(c) the efforts made by the Government to streamline the landline broadband services in order to resolve the problems/complaints?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a)&b) The number of defaults in landline broadband connections (faults) have been increasing. The total number of faults in landline broadband connections in different telecom service areas including Maharastra telecom service area during the last two years and current year are enclosed as Annexure-I.

(c) Telecom Regulatory Authority of India (TRAI) has been pursuing with service providers for improving Quality of Service. Wherever the quality of service benchmarks are not met, TRAI has also been imposing financial disincentives on service providers, for failure to comply with the benchmarks, in accordance with the provisions of the regulations.

In addition, telecom service providers are taking following efforts for streamlining the broadband services in order to resolve the problems/ complaints:

(i) Since the fixed line broadband faults mainly occur due to damage of UG cable during road works, landslides and water logging in low land areas in rural, remote and hilly areas, all circles/field units have been asked for close coordination with the Local bodies, Public Works Department (PWD), Water Authority and National Highway Authority of India (NHAI). In addition, regular patrolling of important cable routes to prevent cable thefts/cable damages.
(ii) Field units are closely monitoring the Fault Repair Service System, to improve the same day fault clearance and next day fault clearance.
(iii) Time to time rehabilitation and up gradation of external plant are also being done.
(iv) Regular change of drop wires is done to make it joint free.
(v) Change of faulty instrument/ Modems.
(vi) Installation of Digital Subscriber Line Access Multiplexer (DSLAM) nodes near the subscriber premises to reduce loop length.
(vii) Monitoring at different stages so that faults can be attended at the earliest.
(viii) Regular check of subscribers wiring.

Annexure-I
Number of complaints/ faults of landline broadband service in the last two years and the current year
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Name of the Circle 2014-15 2015-16 2016-17 (up to Sep'2016)
Total no. of landline Broadband faults registered Total no. of landline Broadband faults registered Total no. of landline Broadband faults registered
Andhra Pradesh 354930 454168 259269
Assam 28503 39548 24710
Bihar 105586 130548 73606
Kolkata 330153 332037 158058
Delhi 1639964 1611650 858771
Gujarat 178922 177313 99597
Himachal Pradesh 28527 27212 13963
Haryana 51310 50529 28157
Jammu & Kashmir 19742 19310 11488
Kerala 280661 697910 390176
Karnataka 258675 246507 130767
Maharastra 321112 378286 208362

Mumbai 1402670 1353495 963329
Madhya Pradesh 168175 180898 126366
North East 10476 13422 8488
Orissa 44486 48502 26296
Punjab 232291 222340 148725
Rajasthan 95192 171056 111920
Tamilnadu 738178 745980 415760
Uttar Pradesh(East) 118672 118897 55538
Uttar Pradesh(West) 94359 97507 55957
West Bengal 60253 65490 35066
All India 6562837 7182605 4204369
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